



National
Autistic
Society

Autism Support Plus

Partnering for inclusivity: get tailored support for autistic people and families through the National Autistic Society's Autism Support Plus programme

Who we are



The National Autistic Society is the UK's leading charity for the 700,000 autistic adults and children who live in the UK, as well as their three million family members and carers. For over 60 years, we have fought for the rights of autistic people.

We believe the role of the National Autistic Society is to:

support all autistic individuals and their families to live a fulfilled life on their terms

influence and collaborate with others to improve standards and adjustments

transform society by building understanding, acceptance and respect for all autistic people.



The need



Autistic people face discrimination and barriers throughout their lives, across all sectors of society – in education, employment, health and social care. This is unacceptable.

- **Only one in four parents are satisfied** with the special educational needs support their child receives. (National Autistic Society, 2021)
- **74% of parents said their child's school place** did not fully meet their needs. (National Autistic Society, 2023)
- **Only 30% of autistic people are in employment.** This is one of the lowest rates for disabled people. (Department for Work and Pensions, 2024)
- **There are over 236,000 people on the waiting list for an autism assessment in the UK.** 89% of these people have been waiting longer than the recommended 13 weeks. (NHS England, 2025)



These shocking statistics highlight how vital it is that autistic people, their families and carers can access tailored information, guidance and support to overcome barriers. They deserve the opportunities to live happy and fulfilled lives, and we must fight to create change in the systems that continue to exclude them.

Summary – Autism Support Plus programme



At the National Autistic Society, we are dedicated to creating a society that works for autistic people. We work to transform lives by providing support, information and practical advice for autistic children, adults and their families.

We created Autism Support Plus in direct response to the huge delays and long fights autistic people and their families currently face to get basic support. As the UK's leading charity for autistic people, we work with partners like you – employers, benevolent funds and other charities – so the people you support can thrive in their communities, homes and workplaces.

How Autism Support Plus helps

For your organisation, it means:

- offering meaningful support to autistic people within your organisation via our core Tier 1 and Tier 2 services that make up our Autism Support Plus programme and support in key areas, including education and diagnosis
- fulfilling your commitment to employee wellbeing and inclusion
- complementing your organisation's existing support offerings with exclusive and customisable services
- services you can trust, backed by our charity's evidence and expertise
- a cost-effective service that delivers meaningful benefits and measurable outcomes on your investment with us
- regular communication and reports to evidence how your funds have been used and the impact of our partnership.

For the people you support, it means:

- having access to support services which are of the most value to them and meet their own or their child's specific needs
- a better chance to embed sustainable support structures that help them thrive in daily life, education and work.

"I felt they went above and beyond to help... I came off the phone feeling lighter!"
Parent of an autistic child

Benefits to your organisation:

In addition to the support we can offer directly to your clients, we can also ensure your organisation gains access to an array of exclusive virtual training, awareness raising and support services including:

- bespoke training sessions delivered by our experienced team – perfect for 'lunch and learn' events
- access to online training to equip your staff with essential knowledge to support autistic people
- PR support to enhance your reputation as an inclusive organisation
- regular impact reporting on outcomes achieved for your clients and your organisation
- dedicated account management to optimise your partnership.

This support will ensure that your organisation and clients can fully benefit from our Autism Support Plus programme and our vast expertise.

The following pages provide an overview of the services included in both Tier 1 and Tier 2 of the programme.

Autism Support Plus - Tier 1 package



Initial advisory call and service referral management

Each client will begin their journey with the National Autistic Society through a scheduled advisory call with a member of our dedicated Autism Support Plus team. We will discuss their needs and preferences and identify the specific areas where support is required. We tell clients about the services we can offer them through the Autism Support Plus programme and help them decide which services they want to be referred for.

Following the initial advisory call, we make referrals to each of the services the client selected. We work closely with your organisation to customise our services to your needs, complementing your existing support and taking into account any limitations or requirements around referrals.

Why it's unique: Unlike services offered to the general public, every client receives these bespoke advisory calls, allowing us to thoroughly understand their needs and create a tailored support package. Each member of the Autism Support Plus team has a wealth of experience in supporting autistic people and family members, meaning our support is not only informed and empathetic but also highly effective.

“Thank you so very much for all you have done for us as a family. We are really blown away and overwhelmed by the support you have given us.

“The care and the way you have listened and tailored everything towards our child’s needs is completely appreciated. Thank you for the updates, the links. The hard work you have done for us is amazing.”



Award-winning programme

Autism Support Plus is proud to have our efforts recognised by sector-leading organisations.



Diagnostic and Assessment Service

Our Diagnostic and Assessment Service is provided by clinicians from the Centre of Excellence for Autism, who hold Advanced Accreditation from the National Autistic Society. Our partnered team of specialists have extensive knowledge and decades of experience in diagnosing autism and supporting autistic people. Each clinician emphasises person-centred, dignity-focused support that empowers autistic individuals to live fulfilling lives, respecting their unique needs and preferences.

1.

Pre-diagnostic consultation screening

The client completes a detailed referral form to provide key information about themselves and/or their child and their current situation. The client is also invited to send in any relevant health, education or social care reports. Clinicians from our Diagnostic and Assessment Service review the referral form and any additional information shared. They can confirm that the client requires a pre-diagnostic consultation or would benefit from a neurodevelopmental assessment for autism.

Any follow-on diagnostic assessment would be offered as a Tier 2 service subject to funding being confirmed by the referring organisation. The clinician may recommend that neither a pre-diagnostic consultation nor a neurodevelopmental assessment is the right path for a particular client at that time.

“Can we say a huge thank you to Dr Sarah Lister Brook. She was so sympathetic, professional and knowledgeable... Truly we can’t thank her enough. This is so emotive, so empowering and life-changing.”

Client of our Diagnostic and Assessment Service



2.

Pre-diagnostic consultation

A pre-diagnostic consultation is a one-hour meeting with an autism expert who will listen to a client's concerns and recent experiences. These clinicians from our Diagnostic and Assessment Service will consider how likely it is that the client is autistic. This is not a full autism assessment but can help clients decide if they want to pursue one. It can also give them a better understanding of their needs and how to support them by signposting to relevant services.

After the consultation, clients will receive a summary letter outlining the areas discussed, a background of their situation, diagnostic indicators of autism and recommendations on further assessment or reading. This can help people get a better understanding of their needs and offer signposting to relevant services.

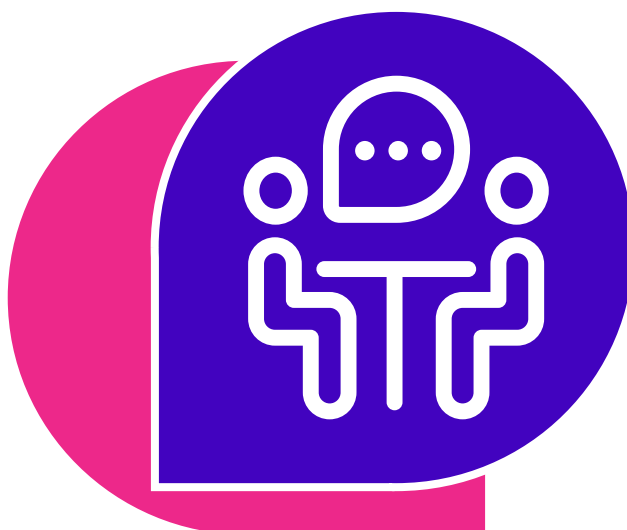
Why it's unique: Our pre-diagnostic consultations are offered exclusively to people referred via the Autism Support Plus programme. Our specialist clinicians will help your client or their child to efficiently navigate the diagnostic pathway and understand their options. For Autism Support Plus clients, we aim to provide pre-diagnostic consultations within six weeks of being added to our waiting list. Our pre-diagnostic consultations are offered exclusively to people referred via the Autism Support Plus programme. Our specialist clinicians will help your client or their child to efficiently navigate the diagnostic pathway and understand their options, enabling them to quickly progress to the next stage of an autism assessment. Your organisation will have the unique opportunity to access a specific number of pre-diagnostic consultations for your clients each year.

Further information on our diagnostic service can be found here:

autism.org.uk/what-we-do/autism-know-how/diagnostic-services

“The conversation yesterday has without a doubt been one of the most constructive and productive conversations in the past 18 months to date inclusive of medical professionals and multiple charities.”

Emily, 26, who was advised by her GP to seek an autism assessment



3.

Education advice service

Many autistic pupils face significant challenges in school, and parents often feel they must fight to secure the right support for their child. Our education advice service provides expert guidance on educational rights and entitlements for school-age children. Our trained education advisors have in-depth knowledge of the barriers autistic pupils may encounter in school and extensive experience in helping families navigate the different education systems in each UK nation. We offer specialist advice on a wide range of topics, including securing additional support in school, requesting assessments, understanding education plans, attending reviews and arranging school transport.

Why it's unique: This is a bespoke service available exclusively through the Autism Support Plus programme. Each call provides tailored advice based on the individual needs of the child or young person. Following the call, clients receive a personalised follow-up email summarising the discussion, offering clear guidance and sharing practical resources. This includes information that can be passed on to school staff to help them better understand the child's needs and how to support them effectively.

"We are incredibly grateful to you and your colleagues for your excellent advice recently. We have been feeling alone in this, but over the past two weeks, we have let out a huge breath and really feel supported."

Email from the mother of a ten-year-old autistic child, after she received support from our education advice service

4.

Behaviour advice service

Our behaviour advice service provides a compassionate and supportive space for parents of autistic children and young people to talk about any concerns related to their child's behaviour. Our experienced advisors work with parents to understand the underlying causes of their child's difficulties and empower them with strategies to help reduce distressed behaviour. While our behaviour advisors are not clinically nor medically trained and are unable to provide clinical and medical advice, they can offer practical advice on managing issues such as anxiety, masking, demand avoidance, sensory issues and more.

Why it's unique: This supportive service is available exclusively through the Autism Support Plus programme. Each call provides a safe, non-judgmental space to discuss a child or young person's circumstances and behaviours, ensuring personalised and relevant guidance. Following the call, clients receive a detailed follow-up email summarising the discussion and providing targeted advice, resources and information that can be shared with others, including professionals, to help them better understand the child's behaviour and how to support them.

5.

Employment advice service

Employment can be difficult for anybody, but there are particular challenges for autistic people and how they are perceived by others or impacted by their environment. Our employment advice service offers a one-hour scheduled consultation with an experienced advisor, who understands autism and the workplace. Whether clients are looking for employment, preparing for interviews or navigating their current role, we provide tailored advice to help them move forward with confidence. We can provide personalised guidance on any stage of employment, including job-seeking advice, interview preparation, support in creating an autism profile to identify strengths and challenges, advice on reasonable adjustments or tips on time-management, organisation, prioritisation and working with colleagues.

This service supports autistic people, diagnosed or self-identifying, who are seeking work or facing challenges in their current job, as well as parents and carers looking for employment-related advice for their autistic loved ones.

Why it's unique: This service is exclusive to the Autism Support Plus programme and is delivered by advisors with specialist knowledge. Each session focuses on the individual's situation and outlines practical strategies. After the call, clients receive a PDF copy of the presentation with embedded links to further information. The service aims to help remove barriers so autistic people can access meaningful employment and thrive.

6.

After diagnosis advice service

Receiving an autism diagnosis can raise many questions and emotions for individuals and families. Our after diagnosis advice service provides expert guidance and practical support to help clients navigate the next steps with confidence.

Delivered by trained advisors with extensive experience in autism support, this service is designed for parents and carers seeking advice after a child's diagnosis, as well as adults who have recently received an autism diagnosis. We offer tailored advice on a wide range of topics, including understanding available support pathways, exploring services and strategies and managing the emotional impact of diagnosis.

Each client receives a scheduled 45-minute phone consultation, followed by a personalised email summarising the discussion. This includes clear guidance, curated resources and useful links to help clients feel informed and empowered in their post-diagnostic journey.

Why it's unique: This is a bespoke service available exclusively through the Autism Support Plus programme. Every consultation is tailored to the individual's circumstances, offering practical advice and emotional support. Following the call, clients receive a detailed follow-up email with actionable next steps and resources that can be shared with family members or professionals. Our advisors provide guidance and practical tips on key areas such as understanding feelings after diagnosis, talking about and disclosing your autism diagnosis, emotional support for family members and accessing support.

7.

Transition advice service

The move from school to adult life can be a time of uncertainty for autistic young people and their families. Our transition advice service is designed to support autistic people and their parents or carers as they prepare to leave school, college or university to plan for the future. Our expert team offers personalised, autism-specific guidance on education, employment, health and social care pathways. They can support with understanding rights and entitlements, including relevant legislation and guidance across all UK nations. They provide guidance on planning ahead, including assessments, support plans and post-16 options.

Why it's unique: This is a bespoke service offered exclusively through the Autism Support Plus programme. Our advisors understand the challenges autistic people face during transitions, and how these impact decision-making and planning. They help families make sense of complex systems and entitlements, bringing clarity and reassurance. All clients receive an email after their discussion summarising advice provided alongside tailored resources that can be shared with professionals.

"I can't tell you how helpful this conversation is and that you have listened to me and I can start to see a way through. My goodness, that has been amazing."

Mum who used our transition advice service

Further support from our education, transition and behaviour advice services:

We strive to create an environment where clients feel supported, understood and heard. While our team brings extensive knowledge of autism, we recognise the invaluable expertise and insight that parents have about their children's lives. Our goal is to empower them with the knowledge and tools they need to advocate effectively for their children's needs.

8.

Parent to parent emotional support service

This bespoke service connects parents of autistic children and adults with other parents who have personal experience, ensuring empathetic and relatable support. It offers parents a listening ear, empathy and an opportunity to discuss their feelings and experiences. Support calls are carried out by highly-trained and experienced parent peers who, due to their experience with their own families, can relate to what other parents are going through. They can help the parent identify key issues and possible support strategies.

Why it's unique: Clients referred via your partnership with the Autism Support Plus programme will have an exclusive, fast-tracked, scheduled call with our Parent to Parent team. All clients will also receive a follow-up email with bespoke resources and information.

"Thank you for holding space with me. I truly came away from our conversation feeling empowered."

Mum of a 13-year-old son who received support from our parent to parent service

9.

Five-year membership of the National Autistic Society and associated benefits

Provides clients with five years of membership, which includes access to the following:

- **Your Autism magazine:** quarterly issues with expert advice, real-life stories and exclusive discounts (posted in the UK or online for international clients)
- **quarterly, members-only webinars:** updates on resources and an inside look at our work
- **access to our members-only Facebook group:** a peer support network for autistic people, parents, carers and professionals
- **the opportunity to attend our Annual General Meeting:** updates from senior staff and Trustees, Q&A with leadership and voting on future work.



Why it's unique: Membership with Autism Support Plus gives clients community, support, advice and peace of mind that their benefits will last for five years at no cost to them.

“The five-year membership of the National Autistic Society is a great benefit and will provide ongoing information and support over the years ahead.”

Mum of an autistic son from Derby

10.

Online training modules

Our six online training modules, co-produced by autistic people and autism specialists, offer your clients a flexible, accessible way to deepen their understanding of autism. Designed for completion at their own pace, each module takes between 40-90 minutes. They offer guidance on creating supportive environments, reducing barriers to communication and providing effective, person-centred support. The modules are:

- **Understanding autism**
- **Autism and communication**
- **Autism and sensory experiences**
- **Autism, stress and anxiety**
- **Women and girls on the autism spectrum**
- **A guide to the mental health needs and experiences of autistic teenagers.**

Why it's unique: Co-production with autistic people ensures this regularly updated content is authentic, credible and relevant. Modules are designed with flexible pacing, employing text, audio and video content to ensure that learning is tailored to each client's needs. Each course is CPD-certified and hosted on an accessible platform that meets World Content Accessibility Guidelines standards, compatible across devices and with screen readers.

11.

Wills and trusts service

Planning for the future care of a loved one is one of the most important steps a parent or carer can take. For families of autistic people who may require additional support in daily life, ensuring their wellbeing when their parent or carer is no longer able to care for them is essential. Our wills and trusts service offers specialist legal advice to help families make informed decisions about how best to provide for their autistic dependants. Delivered in partnership with Renaissance Legal, this service includes a 30-minute one-to-one consultation with a qualified solicitor who specialises in supporting families with disabled and vulnerable dependants. This service is currently available to clients living in England and Wales, with plans underway to expand to Scotland and Northern Ireland.

Why it's unique: Unlike general will-writing services, this service is delivered by specialist solicitors with decades of experience in disability and trust law. It is tailored to the specific needs of autistic people and managed by our Wills and Trusts team, who ensure clients are matched with the right support. Clients receive a clear, jargon-free explanation of how trusts work and what options are available. Each personalised consultation considers their unique circumstances and a follow-up pack, including bespoke resources and a curated list of trusted solicitors. The wills and trusts service fills a critical gap by making the legal process less daunting and more accessible, helping families feel confident and informed about their choices.

"I am grateful to Ms M for her invaluable help this morning. I am now much clearer about my future plans for my daughter... The organisation answered a lot of my queries and I feel better directed having an appropriate will set in place. Thank you for making a valuable service available."

Parent who used our wills and trusts service

12.

Annual Professionals' Conference

Hosted online every March, our Annual Professionals' Conference brings together experts, practitioners and people with lived experience to share the latest developments in autism research, practice and policy. Designed for professionals across health, social care, education and other public sectors, the conference also welcomes the general public and autistic people and family members who would find the content valuable. The programme features a wide range of autism-related topics, curated by an experienced team, and over 50% of our speakers are neurodivergent.

Why it's unique: People who sign up can attend live or watch back later, as every session is available for three months after the event, along with bonus content available on demand. The conference is inclusive, expert-led and co-produced with specialists and autistic contributors to ensure relevance and authenticity. All content is accessible, with closed captions and real-time chat support. Its diverse programme, covering both research and practice, is aimed at autistic people and family members as well as professionals.

Autism Support Plus - Tier 2 package

1.

Diagnostic and Assessment Service - neurodevelopmental assessments for autism

In addition to the pre-diagnostic consultation service delivered in Tier 1, we can also provide neurodevelopmental assessments for autism. Our assessment model is based on the Diagnostic Interview for Social and Communication Disorders (DISCO) in combination with clinical observations and other formal assessments. The assessments are personalised for each individual. We support individuals and their families throughout the process and provide a detailed report summarising the assessment findings and specific recommendations.

Please note: All referrals to our service undergo an initial triage, and cases are reviewed within two working weeks. Current waiting times for assessments are up to ten weeks. Find out more at autism.org.uk/what-we-do/diagnosticservices

2.

Understanding autism training

This service is for organisations that want their staff to feel confident in implementing reasonable adjustments and positively interact with autistic visitors and customers. Training is particularly helpful for customer-facing organisations such as shopping centres, museums, public transport, visitor attractions, telephone customer support services (eg energy companies) or council staff. It is an ideal addition to any induction training package.

This training course is delivered virtually by a Training Consultant at the National Autistic Society and an autistic co-facilitator. This is a three-hour course delivered virtually via Microsoft Teams for up to 15 people. To ensure engagement, we can deliver it in two sessions that last one and a half hours each, with a long break in between. This course aims to introduce autism by discussing the main areas of difference and providing increased awareness of how autistic people may experience the environment or service and what adjustments might be needed. Please follow the link to find out more about the course - autism.org.uk/what-we-do/professional-development/training-and-conferences/understanding-autism

Further information

Overseas clients*

Although some services operate only within the UK due to nation-specific support requirements, we can extend the following Tier 1 services to your overseas clients*:

- Pre-diagnostic consultation
- Five-year membership of the National Autistic Society.
 - Please note: members who are UK residents will receive printed copies of *Your Autism* magazine, but overseas members will receive a PDF version by email.
- Education advice service
- Behaviour advice service
- After diagnosis service
- Transition advice service
- Online training modules
- Annual Professionals' Conference.

Our advisors can only suggest what is considered good practice or legal in the UK. They cannot provide specific advice on resolving issues or recourse options in other countries.

***The National Autistic Society will discuss how we will adapt our safeguarding procedures for your overseas clients.**

Scheduling calls

If we can't reach your client initially, don't worry, we will make several attempts to contact them before closing the service referral. Our contract will establish clear lead times and guidelines for each service.

Autism expertise

Our Autism Support Plus team brings together over 30 years of combined experience, offering a unique blend of professional expertise and personal insight. Each member has not only honed their skills through years of dedicated work in the field but also has personal connections to autism, giving them a deep, empathetic understanding of the challenges and triumphs faced by individuals and families. This dual perspective enables us to provide comprehensive, compassionate support which is tailored to meet the diverse needs of those we serve. Our commitment is rooted in both our professional knowledge and our personal journeys, making us a trusted resource for autism-related guidance and care.

Suggestions and feedback

We are committed to providing bespoke and personalised support and are continually exploring other Tier 1 services. If you have suggestions for other services or feedback, please get in touch with us.

Pricing

Tier Level 1

The table below gives a detailed breakdown of the services from Tier 1.

The National Autistic Society recommends an annual payment as the foundation of our partnership. This payment covers Tier 1 services only and starts from £11,000, which reflects the minimum purchase requirement of 40 service referrals at £275 per client. You can purchase extra referrals at the same rate to top up your allocation if required.

In addition, there is an annual management fee of £5,000. This covers programme onboarding, relationship management, monthly reporting, access to education and awareness resources and partner communications.

Please note: Tier 2 services will incur extra fees, which will be determined on a case-by-case basis.

Tier Level	Services
1	Initial advisory call and service referral management
1	Diagnostic and Assessment Service Pre-diagnostic consultation screening
1	Diagnostic and Assessment Service Pre-diagnostic consultation
1	Education advice service
1	Behaviour advice service
1	Employment advice service
1	After diagnosis advice service
1	Transition advice service
1	Parent to parent emotional support service
1	Five-year membership
1	Online training modules
1	Wills and trusts service
1	Annual Professionals' Conference

Tier Level 2

This is a higher-level service, and some services have a waiting list. These services will only be charged for as they are used. Each requested service will be passed on to the relevant team and only charged once the referral is completed.

Tier Level	Services	Unit	Cost per a referral
2	Diagnostic and Assessment Service neurodevelopmental assessments for autism	One client / per assessment	Children and young people £3,300 - £3,880 - confirmed after review of referral Adults £2,290 - £3,880 - confirmed after review of referral
2	Autism virtual training - eg Understanding autism, Understanding autism in the workplace	15 clients from one company	The cost for 15 delegates is £1,210

We're happy to regularly review and adjust the number of Tier 1 referrals your organisation requires, including the number of referrals used per client, to suit your needs.

To access our Autism Support Plus programme or for any questions and further information, please contact our Corporate Partnerships team at:

corporate.partnerships@nas.org.uk

“At Naval Children’s Charity, we believe in supporting the unique journeys of naval children, including those with autism. Through our collaboration with the National Autistic Society, we are dedicated to providing tailored resources and assistance to naval families with autistic children. By understanding and addressing their specific needs, we can work with families, schools and other outside agencies to ensure that every child can thrive in the naval community. Together with the National Autistic Society, we strive to create an inclusive environment where all children receive the support and opportunities they deserve, enabling them to reach their full potential.”

Sara Smith MIW, Head of Operations - Naval Children's Charity

**The National Autistic Society is
here to transform lives, change
attitudes and create a society
that works for autistic people.**

Find out more at autism.org.uk



**National
Autistic
Society**